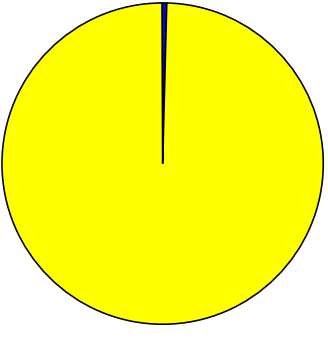


## 04-04-Homeowner Association Liaison

Fund/Agency: 001/04	Department of Cable Communications and Consumer Protection	
Personnel Services	\$62,976	<p><b>CAPS Percentage of Agency Total</b></p>  <p>0.5%</p> <p>99.5%</p> <p>■ Homeowner Association Liaison ■ All Other Agency CAPS</p>
Operating Expenses	\$13,274	
Recovered Costs	\$0	
Capital Equipment	\$0	
<b>Total CAPS Cost:</b>	<b>\$76,250</b>	
Federal Revenue	\$0	
State Revenue	\$0	
User Fee Revenue	\$0	
Other Revenue	\$0	
<b>Total Revenue:</b>	<b>\$0</b>	
<b>Net CAPS Cost:</b>	<b>\$76,250</b>	
Positions/SYE involved in the delivery of this CAPS	1/1	

### ► CAPS Summary

This liaison position educates and supports the combined total of 1,700 homeowners' associations (HOAs), condominium unit owners' associations (COAs), and civic associations that represent approximately 80 percent of the County population. Staff prepares administrative information and complaint investigation and mediation services for organizations and citizens. The specific functions and services of this position include:

- Writing, updating, and publishing a 275-page detailed *Community Association Manual* covering the legal, fiscal, maintenance, operational management, and administration of community owners' associations.
- Investigates and resolves community association, tenant-landlord, and all non-consensual towing complaints filed with the Department.

## *Department of Cable Communications and Consumer Protection*

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- Conducts seminars, workshops, and TV productions for association officers concerning issues of assessments, budgets and fiscal planning, legal and insurance matters, management procedures, and administrative responsibilities of associations.
- Handles telephone inquiries from citizens regarding the interpretation and application of the laws, ordinances, and governing documents of the different types of owners' associations, and their members' rights and obligations.
- Acts as Department staff liaison to the Tenant-Landlord Commission and the Towing Advisory Board, as required by the Board of Supervisors.
- Reviews non-consensual towing complaint histories to identify problems, prepare staff reports and recommendations for changes in towing rates, service requirements, and amendments of the ordinance to be presented to the BOS.
- Represents the Department of Cable Communications and Consumer Protection at meetings of District Councils, Federation of Citizen Associations, the Community Association Institute, and individual associations when requested.

### ► Method of Service Provision

Service is provided by one regular merit employee Monday through Friday 8:00 a.m. to 4:30 p.m. Overtime is used to provide support for workshops, seminars, cable television productions, evening Commission meetings, and public speaking engagements.

### ► Performance/Workload Related Data

Title	FY 1998 Actual	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate	FY 2002 Estimate
Community Association Manual	1	-	1	-	1
Seminar/Workshop/ TV Production	3	3	7	4	9
Complaint Investigation (COAs, tenant-landlord, towing)	25	30	90	110	140
Telephone advice for (COAs, tenant-landlord, towing)	1,200+	1,200+	1,440+	1,540+	1,540+
Education Outreach Presentations (HOA, T/L)	3	7	10	18	24